

## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Cafeteria Service

FROM:

Harry E. Fitzwater  
Deputy Director for Administration  
7D 24 Hqs

EXTENSION

NO.

DDA 81-1399

DATE

6 July 1981

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TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S  
INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. Deputy Director of  
Central Intelligence  
7D 6011 Hqs

2.

3. Deputy Director for  
Administration  
7D 24 Hqs

4.

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15.

B4E-10

DDA 81-1399

15 July 1981

MEMORANDUM FOR: Deputy Director of Central Intelligence

FROM: Harry E. Fitzwater  
Deputy Director for Administration

SUBJECT: Cafeteria Service

1. For some time, many of us in the Agency have been concerned about the service provided in our cafeterias by the Guest Services Incorporated (GSI) (formerly Government Services Incorporated). The service continues to deteriorate while prices escalate. I frequently patronize the cafeterias and am well aware of the problems that are expressed in employee complaints.

2. Recently I met with the Cafeteria Committee and representatives of the Office of Logistics to determine how we could achieve improvements. From that meeting it was concluded that GSI should be faced with stiff competition for the cafeteria services contract. At least I believe it is necessary that we bring these problems to the attention of GSA and GSI upper management.

3. In order to acquire the ammunition that is necessary to take the initial step in correcting the situation, I propose to distribute the attached questionnaire to a selected sample of about 1,200 Agency employees. The questionnaire was designed by the Research Branch/Psychological Services Division/OMS and the Analytical Methods and External Research Staff/OPA. The questionnaire definitely is not needed to determine that we have problems in our cafeterias but it is appropriate for getting information relative to the problems on the record.



Harry E. Fitzwater

Att

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4. How much more would you be willing to spend for lunch in the cafeteria if there were a concomitant improvement in the food or the service?

- a. No more
- b. Up to 10% more
- c. 10 to 25% more
- d. 25 to 50% more
- e. 50 to 100% more
- f. More than twice as much

5. Would you be willing to use the cafeteria for lunch at different times (earlier or later) than you now do if that would lead to an improvement in service or food quality?

- a. Yes
- b. No
- c. Possibly
- d. Not applicable—I don't use the cafeteria.

6. How much influence do you perceive the cafeteria as having upon your overall satisfaction where you work?

- a. The cafeteria is a totally *unimportant* part of my working environment; any change in its quality would *not* affect my overall satisfaction at all.
- b. The cafeteria is but a *trivial* part of my working environment; any change in its quality would *barely* affect my overall satisfaction.
- c. The cafeteria is a *minor* part of my working environment; any change in its quality would affect my overall satisfaction, but only to a *small* degree.
- d. The cafeteria is a *moderate* part of my working environment; any change in its quality would *noticeably* affect my overall satisfaction.
- e. The cafeteria is a *major* part of my working environment; any change in its quality would *substantially* affect my overall satisfaction.
- f. The cafeteria is the *most important* part of my working environment; any change in its quality—for better or worse—would *greatly* affect my overall satisfaction with where I work.

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3. In this question, you are asked to evaluate certain aspects of the cafeteria. (If you use the cafeteria rarely, place a check mark here \_\_\_\_\_ and skip to question 4.) Look at each aspect (A through K) and choose the adjective which most nearly describes your evaluation of that aspect. Place an "x" in the box which corresponds to your choice. (NOTE: The spaces to the left of the aspect letters below are for use with question 3a).

	EXCELLENT	GOOD	SATISFACTORY	MEDIOCRE	POOR, BUT TOLERABLE	POOR, BARELY TOLERABLE	TOTALLY UNSATISFACTORY
_____ a. Length of line for silverware							
_____ b. Availability of silverware							
_____ c. Line length for food							
_____ d. Range of food selection							
_____ e. Service at food station							
_____ f. Size of portion							
_____ g. Line length for cashier							
_____ h. Cashier service							
_____ i. Tastiness of food							
_____ j. Value of food for price paid							
_____ k. Eating environment							

3a. Now look again at the item above and decide which aspects would have to improve either to raise your level of satisfaction with the cafeteria or get you to use it more. For those aspects which need improvement, determine the order of their importance to you and rank them from most important to least important. Place the number one (1) in the space to the left of the item of the one you consider most important to improve, two (2) in the space for the next most important, etc.

7. Where do you work?

a. Headquarters

c. Other \_\_\_\_\_

8. What is your grade (or other pay scale equivalent)? \_\_\_\_\_

9. How many years have you worked for the Agency? \_\_\_\_\_

10. Please use the space below to express your views about the cafeteria which you think were not adequately covered in this survey. Positive, constructive comments, as well as negative comments, will be greatly appreciated.

*CIA Internal Use Only*

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Please return completed questionnaire to:

Chairman, Cafeteria Committee  
ORD, AMR  
716 Ames

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<b>TRANSMITTAL SLIP</b>		DATE
TO: Karen		8/5/82
ROOM NO.	BUILDING	
REMARKS:		
<p>This went forward to the front office and Gates brought it back yesterday to DDA. After his visit DDA gave instructions for Questionnaire not to be printed. [redacted] is on leave so I left word with his secretary. I called [redacted] just to tell him FYI and he told me one of the other members of the committee was going to take it to P&amp;PD today and he will call her and stop it!!</p> <p style="text-align: right;">Cathie 0800 Friday, 17 July</p>		
FROM:		
ROOM NO.	BUILDING	EXTENSION

FORM NO. 241  
1 FEB 55REPLACES FORM 36-8  
WHICH MAY BE USED.

(47)

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